

National Vocational Rehabilitation Counselor Conference Call

18 February 2010



Agenda

- Company History
- Employee Model
- Statistics
- Our Divisions
- Our Clients
- Training

J.Lodge

- Founded 1999
- Family Owned
- Dedicated to Employing Americans with disabilities
- Fort Myers, FL
- Employment Network 2008



Jackie Lodge & Mike 1999

***Our mission is to provide
World Class Contact Center Services
by employing Americans with Disabilities
in a virtual office environment***

Recruiting

- Increased Opportunities
- Ticket to Work Program
- Vocational Rehabilitation Counselors

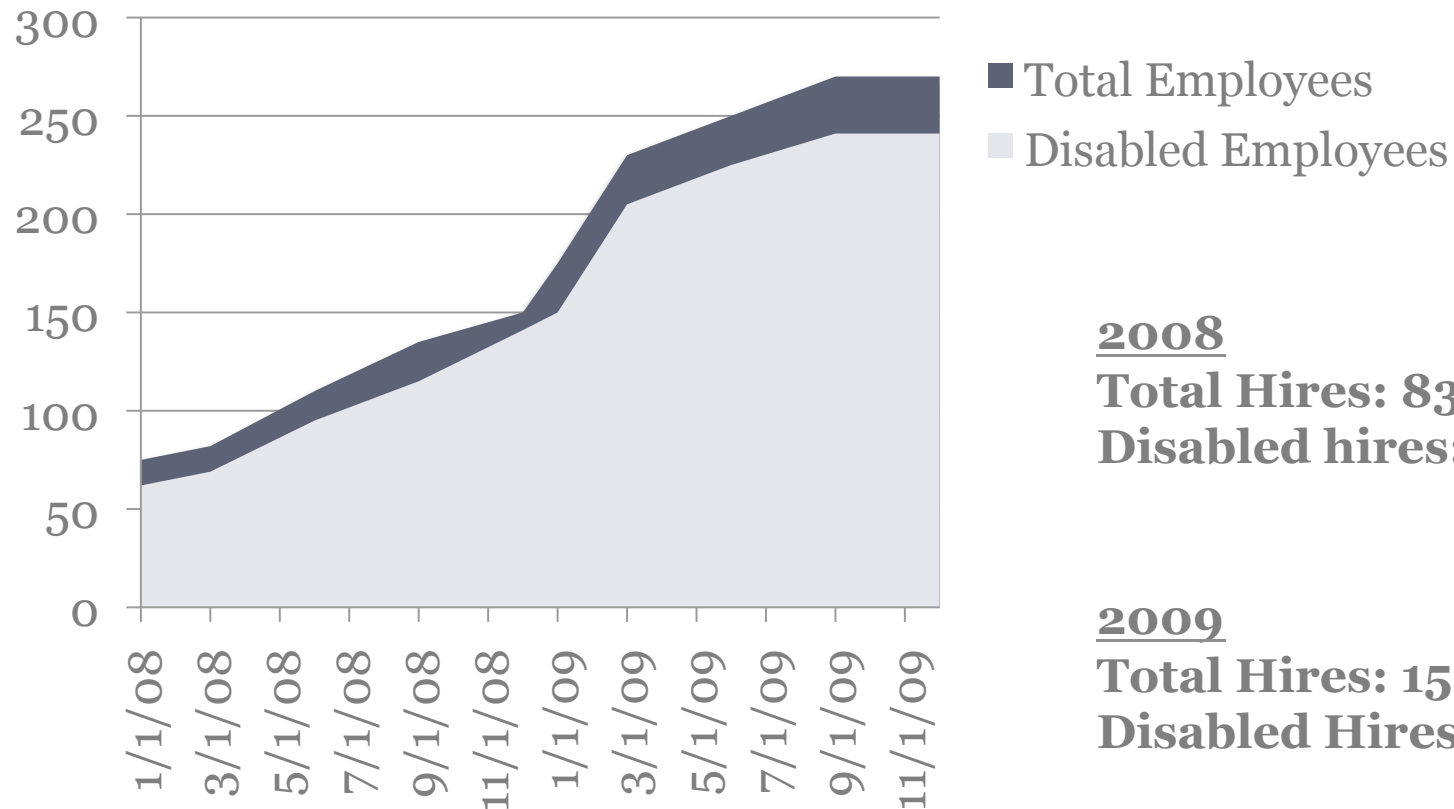
Employee Model

- 90% of base are Americans with disabilities
- Limited Turnover
- Trained in virtual environment

“I fall short in knowing if you really understand the depths to which you, J.Lodge & every associate, has given meaning to what has been life changing aspects for not just me but also my fellow coworkers.”

*--Carletha Bradley
Chesapeake, VA
J.Lodge Quality Analyst*

Statistics: Total Employees



2008

Total Hires: 83

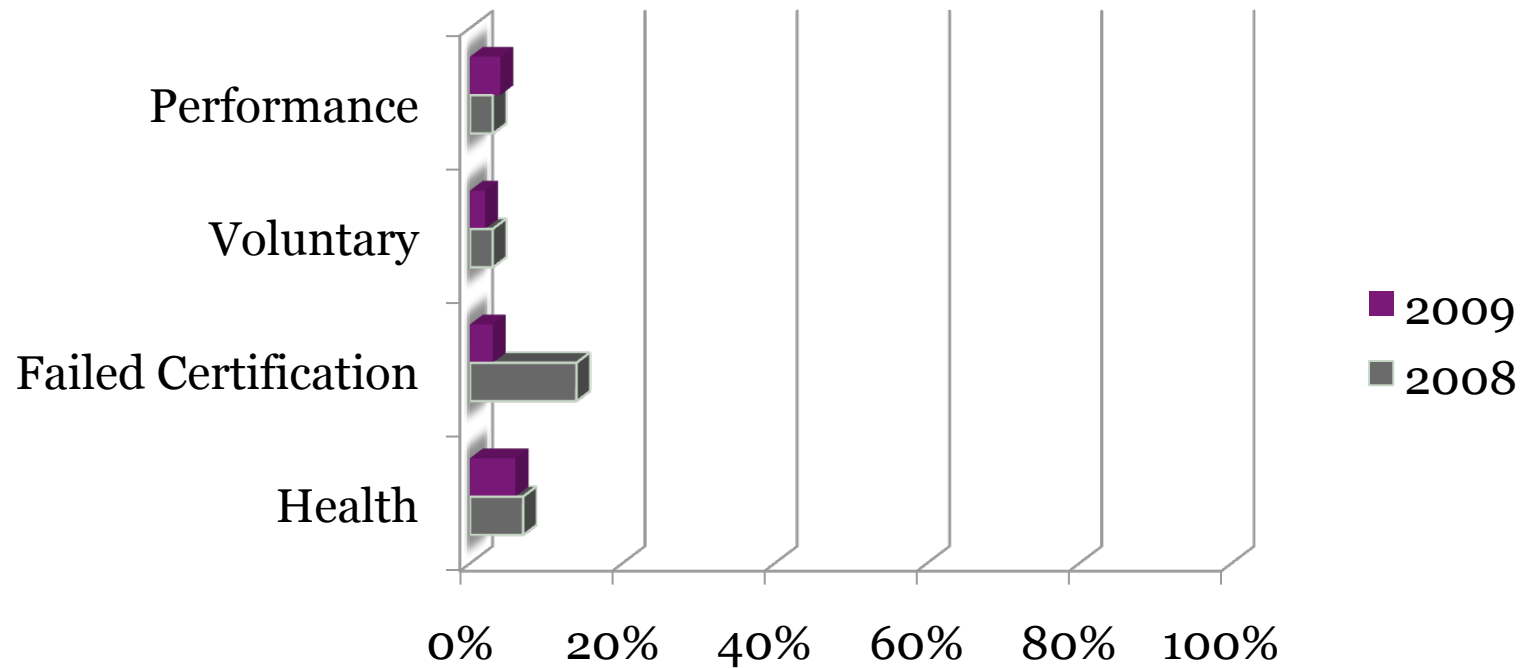
Disabled hires: 77

2009

Total Hires: 151

Disabled Hires: 149

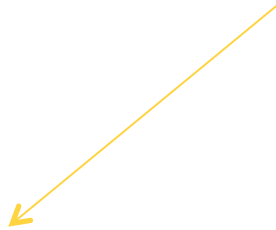
Statistics: Total Turnover



2008 Turnover: 27%

2009 Turnover: 15%

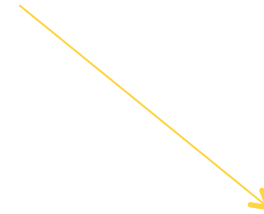
Our Divisions



Call Center
Monitoring



US Based
Virtual Call Center



Government &
Commercial

Call Monitoring



- Focus: Develop and improve the customer experience
- Monitor calls, emails and chats for
 - Technical Accuracy
 - Adherence to policies and procedures
 - Observable Soft Skills
- Experts in the cable industry servicing leading providers

Stateside Call Center

- Virtual call center utilizing at-home agents
- Agents communicate through three tools:
 - Phone: Voice Over IP
 - Email: J.Lodge PC Based System
 - Chat: J.Lodge PC Based System
- Guaranteed customer satisfaction on every contact



National Emergency Contact Center



- 10,000 + virtual agents
- FEMA Emergency Call Center
 - Immediate phone, email and chat back up in the event of an emergency
 - Commercial Back Up
- Medicare/Medicaid Fraud Detection Program
 - Phone Call verification of services received



MyQuality

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National Emergency Contact Center INCOMING CALLS

Incoming Calls | [Edit Call #2](#)

SAVE SAVE & NEXT SKIP DELETE CANCEL

First Name Rick

Last Name Jones, Sgt NOPD

Phone (411) 981-1476 ext.

Email rjones@uno.com

Address 1225 Main St

County Hainsborough

State Louisiana

Disaster Severe Storms and Flooding

#People in Danger 20,000

Elderly present? ☒

Children present? ☒

Injuries Immediate Medical Attention Required

Priority 1 Highest Priority

Description of Situation 20k locals have flocked to the superdome to escape the flooding. We need to quickly set up the infrastructure to handle food, blankets and medical supplies.

Reported to State Level Authorities

Call Status Pending

PriorityRating 1.0

Triage Rating -4999.250



Injuries?	Injuries	Priority	Description of Situation
	Immediate Medical Attention Required	1 Highest Priority	20k locals have flocked to the superdome to escape the flooding. We need to quickly set up the infrastructure to handle food, blankets and medical supplies.
	Minor	2 High Priority	A group of 200 locals have been pushed by rising floodwaters to the Wynton Overpass above route 71. No serious injuries

Welcome to MyQuality

Customize Share Recent Find Help

National Emergency Contact Center INCOMING CALLS IMAGES

State Declarations

List All Unresolved

	First Name	Last Name	Phone	Email	Address	County	State	Disaster	#People In Danger	Bldy present?	Children present?	Injuries	Priority	Description of Situation
NEW EDIT VIEW	Rick	Jones, Sgt NOPD	(411) 981-1478	rjones@uno.com	1225 Main St	Hainsborough	Louisiana	Severe Storms and Flooding	20,000	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Immediate Medical Attention Required	1 Highest Priority	20k locals have flocked to the superdome to escape the flooding. We need to quickly set up the infrastructure to handle food, blankets and medical supplies.
NEW EDIT VIEW	Rick	Jones, Sgt NOPD	(411) 981-1478	rjones@uno.com	1225 Main St	Hainsborough	Louisiana	Severe Storms and Flooding	200	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Minor	2 High Priority	A group of 200 locals have been pushed by rising floodwaters to the Wynton Overpass above route 71. No serious injuries but we'll need to transport them soon.
NEW EDIT VIEW	Victor	Soans	(411) 821-7333	vsoans@adelphia.com	723 Zanzibar Way	Jackson	Louisiana	Severe Storms and Flooding	16	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Immediate Medical Attention Required	1 Highest Priority	16 residents of a small retirement home require medical attention and transportation to escape quickly rising flood waters.
NEW EDIT VIEW	Florence	Francis	(411) 812-3554	n/a	26 Lancaster Terrace	Rollins	Mississippi	Severe Storms and Flooding	12	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Serious	2 High Priority	A neighborhood on Lancaster Terrace has twelve neighbors waiting on their rooftops for assistance to arrive. The floodwaters are predicted to rise further in the next twelve hours

Training

- Live Webinars
- J.Lodge Training Videos
- Skill Soft
- 2-3 Weeks Initial
- Certification
- 2-3 Hours Monthly Recursive



Question 1

**Where do you recruit employees/
workforce from?**

Question 2

Does the computer that an applicant is applying on also need to meet the Technical Requirements of the job, since some of our job seekers would be eligible to receive this equipment through VESID when hired?

Question 3

**Please review the new referral/
application process.**

Question 4

Quality Assurance position - the announcement says you have to have good interpersonal skills. Does the position require interaction with customers or is it just listening to tapes and checking off the list?

Question 5

Which positions are accessible by individuals who use screen magnification or screen readers? For individuals who use screen magnification, what have you found to be the largest level of magnification that will work with the screens which need to be read?

Question 6

How do you determine that the home computer meets your minimum qualifications?

Question 7

Describe any equipment/fees your employees are responsible for.

Question 8

Will J.Lodge provide any of the technology required from the potential employee or is this the potential employees responsibility?

Question 9

**Will J. Lodge assess potential employees
or will DRS be responsible the
assessments?**

Question 10

Please review the interview and assessment process. Is it a phone interview? Online testing for computer skills and typing and technical knowledge?

Question 11

If someone doesn't pass the interview, would the interviewer tell them why, and if they don't pass the written test, would they be told what they need to improve on to be able to pass and how soon they could retake the test?

Question 12

**How much do you charge for training
and what is the payment schedule?**

Question 13

What is the amount of training the employee receives?

Question 14

You have indicated that there is a training period. Is this paid/nonpaid?

Question 15

Do you implement a “train then hire” model, or a “hire then train” model?

Question 16

Is all training done remotely? Does employee ever travel to your home site?

Question 17

Do the applicants have to have knowledge of specific computer software/programs?

Question 18

**Is the typing speed for all of the job types
35 WPM?**

Question 19

What is the average length of job retention for your employees?

Question 20

**Describe your companies employee base
in general terms (100% of employees
have disabilities, employees residing in
“X” states, etc)**

Question 21

**Do you withhold taxes (state and federal)
and employer required contributions
such as worker's comp, FICA?**

Question 22

Role of Vocational Rehabilitation (please confirm J.Lodge expectations):

- Pre-screening of candidates and referral of qualified candidates.**
- Identify needs for reasonable accommodations and provide technical assistance and consultation.**
- Is J.Lodge interested in any tax incentives?**

Question 23

What State VR programs have you worked with in the past?

Question 24

What State VR programs do you currently have a good working relationship with?

Question 25

**Can consumers set their own schedules
or do you have specific hours set?**

Question 26

How many hours can an employee work?

Question 27

Are there different pay scales for different jobs?

Question 28

It appears that these are part-time positions; therefore I am assuming there are no benefits, correct?

Question 29

Do you pay a wage commensurate with prevailing wage for similar work performed in other companies? Do you ever pay a subminimum wage?

Question 30

Is the employee considered an employee of your company or a subcontracted entity (for example, do they receive a W2 or a 1099 tax form)?

Question 31

We have individuals who applied back in September who were not TTW holders, and who were on hold as a result. Are their applications still in the system or do they need to reapply?

Question 32

**Who is our primary contact to follow up
on specific applicants?**

Question 33

If a consumer (VESID) gets hired and needs computer equipment and the time to obtain the computer may take some weeks, is J.Lodge willing to work with the consumer (hold a position) until the consumer receives the equipment?

Question 34

How much lag time is there between a hiring decision and the beginning of training to provide consumers with up-to-date equipment?

Question 35

If a contract that a person is working on ends, will they be referred to another contract? What will happen?

Live Q&A Section

